

## ABSTRACT OF THE INVENTION

A message tracking system and method for collecting and compiling information regarding the transfer and  
5 handling of messages, e.g., electronic mail messages, into a decision support subsystem or application is provided. The information may be used to analyze the reliability of the transport and handling method used for transferring a particular electronic message. The message tracking system  
10 includes a message tracking monitor for monitoring tracking information. The tracking information is collected and transmitted to a decision support subsystem and/or applications. The decision support subsystem and/or application may include a message tracking decision support  
15 database for storing the tracking information. A message tracking interface may be used to manage and access the message tracking monitor and the message tracking decision support subsystem/applications. The message tracking system and method of the present invention accepts and/or  
20 requests tracking information from a number of diverse sources, processes the information and provides the information to applications desiring such information.